

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2019/2020

BHR2834 – HUMAN RESOURCE MANAGEMENT
(Distance Education)

19 OCTOBER 2019
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS:

1. This question paper consists of 3 pages (inclusive of the cover page) with 4 Questions only.
2. **Answer ALL questions.** All questions carry equal marks and the distribution of the marks for each question is given.
3. Write your answers in the **Answer Booklet** provided.

Answer ALL. The distribution of the marks for each question is given.

QUESTION 1 [25 marks]

Job analysis is the procedure through which you determine the duties of the company's positions and the characteristics of the people to hire for them. It provides information for writing job descriptions and job specifications.

- a) Discuss FOUR (4) types of information normally collected by human resource specialist via the job analysis. [16 marks]
- b) A manager may conduct a workflow analysis to understand the flow of work that may lead to reengineering the job. Recommend THREE (3) ways to redesign specialized jobs to make jobs more challenging. [9 marks]

QUESTION 2 [25 marks]

In recent recession, about 26% of all jobs private-sector employers added were temporary positions, two to three times the comparable figures for the last two recessions. The contingent workforce isn't limited to clerical or maintenance staff. It also includes thousands of engineering science, and management support occupations.

- a) Explain why temps is used by many employers. [8 marks]
- b) After reviewing the applicants' resumes, the manager turns to selecting the best candidate for the job, whether for a permanent job or temps. Discuss the importance of employee selection process in human resource management. [8 marks]
- c) Interviews hold an ironic place in the hiring process. However, there are common errors that can undermine an interview's usefulness, Discuss THREE (3) errors with relevant examples. [9 marks]

Continued.....

QUESTION 3 [25 marks]

a) "To produce the improved customer service, Jacon Sdn Bhd needed to achieve its new strategy. Jacon installed a new training program. Rather than just watching a 90-minute interactive video as they previously did, sales associates now attended 3.5 hour training sessions aimed at cultivating higher levels of customer service." As a HR consultant, suggest the ADDIE five-step training process model to Jacon. [10 marks]

b) Performance appraisal plays a central role in the employers' performance management process. Why do you think is important for a supervisor to appraise subordinates' performance? [15 marks]

QUESTION 4 [25 marks]

a) Various nonfinancial and recognition-based awards are always used to supplement financial incentives in organisations. Provide TWO (2) examples of these awards. [10marks]

b) Recent reports indicate that many firms use digital technologies to drive HR professionals to automation. Describe THREE (3) main types of these digital technologies. [15 marks]

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